

To: Atencio, Kathie[Atencio.Kathie@epa.gov]; Ostrander, David[Ostrander.David@epa.gov]; Hestmark, Martin[Hestmark.Martin@epa.gov]
From: Broussard, Rebecca
Sent: Wed 8/26/2015 2:37:36 PM
Subject: RE: public hotline for Gold King Mine release incident

Hi all,

Chiming in since I still have access to the call log for calls coming in. Most of the questions seem to have to deal with testing and water sampling. I would refer them to incident command, since I don't actually have any of that information. This may be something the PIO in incident command should be coordinating with the operations group.

Best,

Rebecca

From: Atencio, Kathie
Sent: Wednesday, August 26, 2015 8:35 AM
To: Ostrander, David; Hestmark, Martin
Cc: Broussard, Rebecca
Subject: RE: public hotline for Gold King Mine release incident

If you are talking about Rebecca Broussard, it would be good to know what the workload is since we have a very busy schedule coming up in September for a number of conferences, meetings, and workshops we are committed to do under the EO work where Rebecca is essential. She can probably do both, but not knowing what the full extent of the work is for the call center, I'm hesitant to say for sure. Is there any more details on this and would it make sense for one of our PIOs to do this instead?

Thanks

From: Ostrander, David
Sent: Wednesday, August 26, 2015 8:29 AM

To: Hestmark, Martin
Cc: Hanson, Brooke; Edlund, Carl; Manzanilla, Enrique; Grantham, Nancy; Gray, David; Williams, Laura; Broussard, Rebecca; Atencio, Kathie
Subject: Re: public hotline for Gold King Mine release incident

I agree it will be an intermittent job. Are you referring to Rebecca Broussard or Russo. I think we need to understand more about this task, ie is it only referring calls or will it be to provide answers on a variety of topics from the region. Broussard may know best what this will entail.

Sent from my iPad

On Aug 25, 2015, at 5:25 PM, Hestmark, Martin <Hestmark.Martin@epa.gov> wrote:

David Laura – thoughts? Is this a full time job or is something maybe Rebecca can do?

From: Hanson, Brooke
Sent: Tuesday, August 25, 2015 5:04 PM
To: Edlund, Carl; Manzanilla, Enrique; Hestmark, Martin
Cc: Grantham, Nancy; Gray, David
Subject: public hotline for Gold King Mine release incident

Carl, Enrique, Martin,

I am coordinating EPA's public hotline for the Gold King Mine release incident in Durango. SRA, a contractor managed out of HQ, is now answering/responding to as many calls as possible using a script developed by Area Command and approved through headquarters. However, we need a contact in R6, R8, and R9 who can follow-up, as appropriate, on public calls from the respective regions where SRA is unable to respond. The hotline is scheduled to be available to the public for the next two years, although we do not anticipate a large call volume.

Can you please send me a contact from each of your regions who can respond to the outstanding calls? I can provide access to the SharePoint call log that R6 set up, so everyone can check the log, respond as needed, and close out the requests in the log. To facilitate this, I will ask SRA to highlight calls needing regional follow-up as we move forward.

Many thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

(202) 564-0037